

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

September 12, 2011

9:00 – 10:30 a.m.

550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:30 – 9:35	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:35 – 9:45	Clinical Issues – OMD Report	C. Eisen
V	9:45 – 9:55	PRO – Software Project Update Security Guard Update	T. Beyer
VI	9:55 – 10:05	QI Champions	T. Beyer
VII	10:05 – 10:15	Test Calls	N. Kasarabada T. Beyer

VIII	10:15 – 10:20	QI Toolkit	T. Beyer
IX	10:20 – 10:25	QI Work Plan 2012	T. Beyer
X	10:25 – 10:30	State DMH Medi-Cal Oversight Annual Review Protocol 2011-2012	M. Borkheim
		Announcements: ➤ CAEQRO Site Visit for next year April 4/16 - 4/19/12 ➤ October QIC Meeting is Cancelled Due to Columbus Holiday	

Next Meeting  
 November 14, 2011  
 9:00 – 10:30 a.m.  
 550 S. Vermont Ave.  
 2nd Floor Conference Room  
 Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>August 8, 2011</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan, RN, MN, APRN District Chief, Training and QI Division</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Anahid Assatourian; Angela Kahn; Ann Lee; Carol Eisen; Claudia Fierro; Cindy Ferguson; Don Gonzales; Emilia Ramos; Jessica Wilkins; Kia Hayes; Kimberly Floyd; Kimber Salvaggio; Kimberly Spears; Leah Carol; Lisa Harvey; Lisha Singleton; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor; Melissa Pace; Michelle Chiappone; Michelle Rittel; Misty Aronoff; Monika Johnson; Naga Kasarabada; Nahid Naghavi; Sandra Chang Ptasinski; Sylvia Guerrero; Timothy Beyer; Vandana Joshi; Yvette Willock		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Alex Medina; Bertrand Levesque; Fang Xie; Julie Valdez; Kari Thompson; Kumar Menon; Leslie Shrager; Lupe Ayala; Margarita Villagrana; Nina Johnson		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved with requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: Continue to work on improving clinical documentation.	Next meeting: October 4, 2011.	K. Floyde
	SA 2 Adult: Adult & Children meetings were combined. A presentation from EOB was well received.	Next meeting: September 15, 2011.	K. Salvaggio
	SA 2 Children: Dark last month.		M. Rittel
	SA 3: Dark last month. Ms. Taylor introduced the new SA Co-Chair, Melissa Pace. Ms. Pace replaces Ms. Gassia Ekizian.	Next meeting: August 17, 2011.	M. Taylor
	SA 4: Dark in July.	Next meeting: August 16, 2011. Ms. Guerrero from PRO will present on Grievances, Appeals & State reporting requirements. Members to discuss QI project possibilities.	A. Bray
	SA 5: July meeting had two presentations: 1.) The Client Flow Project and 2.) Sandy Escobar from Didi Hirsch presented on PDSA including what it is, how to do it, challenges, and barriers related to the use of this QI tool.	Next meeting: September 13, 2011.	M. Johnson
	SA 6: Discussions continued on: Client Flow and Clinical Documentation, Service Capacity, and Language Capacity EQRO findings were also discussed.	Next meeting: August 25, 2011.	K. Spears

	<b>SA 7:</b> No report.		L. Ayala
<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>SA QIC Liaison Reports Cont.</b>	<b>SA 8:</b> Ms. Lee provided information on QI project update. QI Project will be to create an information center for patients waiting for their appointments.	Dark in August. Next meeting: September 21, 2011.	A. Lee
<b>Countywide Children's</b>	Dark in July.	Next meeting: August 11, 2011. Jennifer Hallman will present on the changes for Head of Service and SFPR from the Policy & Procedure (DMH # 20231).	L. Singleton
<b>Cultural Competency Committee</b>	Ms. Chang – Ptasinski, Cultural Competency Coordinator, announced the eight (8) Threshold Language translated forms. 1. MH 500- Consent for Services 2. MH 528- Consent to Photograph 3. MH 652- Consent for Telemental Health Services 4. MH 556- Outpatient Medication Review 5. MH 635- Advance Health Care Directive Acknowledgement Form 6. MH 646- Caregiver's Authorization Affidavit 7. <u>We are here to HELP Brochure</u> 8. Request for Change of Provider	Next meeting: August 10, 2011. The next step is to test the forms. Request from Ms. Chang- Ptasinski: If you are interested in volunteering to review and test the translated forms in your language, please feel free to contact me at <a href="mailto:schang@dmh.lacounty.gov">schang@dmh.lacounty.gov</a>	S. Chang Ptasinski

<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>HWLA – Tier II</b>	<p>Ms. Dominguez provided a detailed review on Healthy Way LA (HWLA). Los Angeles County residents between the ages of 19-64 years old, childless or non-custodial parents, and those with incomes at or below 133% Federal Poverty Level with a valid government issued identification and with proof of residence are eligible for enrollment in HWLA. Mental health care may be understood as being delivered in three “tiers”. Tier I clients are the current DMH priority population and include those with serious mental illness. Tier II clients are those with acute mental illness seen in primary care settings that would benefit from short term treatment and early intervention. Tier III clients are those seen in primary care settings who receive and desire psychiatric medication management only services, through their primary care physician. HWLA new enrollees are primarily increasing the demand for Tier II mental health care services. Eligible clients are provided with short term health treatment up to 6 sessions within a 12-week period using the Mental Health Integration Program MHIP. Three additional sessions may be obtained if necessary with due process for approved Over Threshold Treatment Authorization Request (TAR).</p>	<p>HWLA stipulates that upon referral for mental health services by the primary care provider, clients must be seen within 30 days from referral. Also, distance for referral can not be more than 60 minutes or 30 miles. For more information please refer to DMH website for the Healthy Way LA Toolkit on the Medicaid 1115 Waiver.</p>	E. Dominguez
<b>Clinical Issues – OMD Report</b>	<p>Ms. O'Donnell distributed the revised clinical forms: 1.) Clinical Incident (Event) Notification, 2.) New Practice Communication Tool and 3.) Parameters on Gift Behavior that are essential to the understanding and development of service relationships with DMH Clients. Ms. O'Donnell and Ms. Benosa from Risk Management are very involved with Suicide Prevention as this is one of their main goals for the current year. Ms. O'Donnell discussed the new changes on the Clinical Incident Event Notification form. All changes are highlighted in yellow. Please do not save the Client Report on your computer. This information is privileged and confidential under Evidence Code</p>	<p>Revised Medication Parameters and Clinical Incident forms are posted on the DMH Website.</p>	M. O'Donnell

	Section 1197 and Government Code 6254 [C].		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decision s, Recommendation s, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Test Calls</b>	An additional two weeks will be added so that SA's can complete their Test Calls if they were unable to do so during their assigned time period. Any make up calls that need to be conducted by SA's should be completed during the period of: 8/27 to 9/10/2011.	If your Test Calls data and reporting is complete, please submit it to Dr. Beyer via email <a href="mailto:tbeyer@dmh.lacounty.gov">tbeyer@dmh.lacounty.gov</a>	T. Beyer
<b>Protocol Training</b>	Due to budget cuts this State DMH training will be conducted via Teleconference.	The Annual Medi-Cal Oversight FY 11-12 Protocol Training will occur on August 25, 10 am to 12:00 noon. The Teleconference number to call is: <b>(877) 214-5010 and Participant Code: 337110</b>	M. Drinan
<b>Handouts</b>	<ul style="list-style-type: none"> <li>➤ Clinical Incident (Event) Notification</li> <li>➤ New Practice Communication Tool</li> <li>➤ Parameters on Gift Behavior that are essential to the understanding and development of service relationships with DMH Clients</li> </ul>		
<b>Announcement</b>			
<b>Next Meeting</b>	September 12, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 <sup>nd</sup> Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS